**MDXSU Members Complaints** **Form**

The full MDXSU Members Complaints Procedure can be found here: [Mdxsu.com/complaints](https://www.arts-su.org/complaints/)

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| **Name:** |  | **Date:** |  |
| **Preferred Contact Details:** |  |
| **Are you a (please circle):** | Student/Member of the Public/Staff Member/Student Group/Other |
| **Student ID (where applicable):** |  |
|  |
| **Details of Complaint:** | (please provide as much detail as possible) |
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| **If you have already discussed this complaint with a member of SU Staff or Officer please provide details:** |
|  |
| **Suggestions for Resolutions:** | (what outcome are you looking for?) |
|  |

**Please email this form to:** **MDXSU@mdx.ac.uk**

**MDXSU Complaints Guidance Notes**

The full MDXSU Complaints Procedure can be found here: [www.mdxsu.com/complaints](http://www.mdxsu.com/complaints)

However, please see below for basic guidance and FAQs regarding the complaints procedure.

**My complaint is about a member of student or permanent staff, how will this be dealt with?**

If the complaint is about a member of student staff, the complaints procedure will continue as normal, but the case would be referred to the staff handbook procedures.

*Jim has submitted a complaint about Richard, a member of student staff refusing to allow him to use the disabled toilet. The complaint handler conducts a preliminary investigation and determines that the complaint will need to be dealt with formally, and Jim’s case is referred to the Union’s HR Procedures.*

If the person you have complained about holds a number of positions within the union (i.e. a Committee member and a member of student staff) the complaint handler will ensure that the complaint is considered in line with the correct policies and procedures. As an example:

*Angela has submitted a complaint about Toby, the President of the Judo club for using derogatory language towards her in emails. When the complaint is logged, the complaint handler notices that Toby also works in the café; this is logged on the complaint record. The complaint handler conducts a preliminary investigation and discusses the case with the Café Manager. The complaint handler determines that the complaint will need to be dealt with formally, and Toby’s case is referred to the Disciplinary Procedures. At the end of the Disciplinary Proceedings, Toby is removed from his position as the President of the Judo Club. This outcome is referred to the Café Manager for further consideration in accordance with the Union’s HR procedures. On this occasion, it is determined that the complaint is sufficiently serious that Toby should not be allowed to continue to work for the union and his contract is terminated in accordance with employment law and the Union’s HR Procedures.*

**My complaint is about one of the elected Sabbatical Officers. How will this be dealt with?**

The four elected sabbatical officers are accountable to the student body and the trustee board but they also have employment contracts with the Union. If your complaint relates to the performance of one of the sabbatical officers it is likely that the complaint will be considered by the Trustee Board, or in accordance with the Union’s Bye-Laws. However, if your complaint refers to behavior which constitutes a breach of their employment contracts (i.e. bullying, harassment etc) this may also be dealt with in accordance with the Union’s HR Procedures.

*Sarah the Education Officer has been arguing with Jamie on a Facebook group about her campaign to increase diversity in the curriculum. Jamie disagrees that there is the need for this campaign and feels that it discriminates against white men. Jamie submits a complaint to the Union asking for the Union Officer to be removed from post. In this case, the complaint is referred to the Student Council, and Jamie is asked to submit a motion to mandate the union to stop or change this campaign. The motion fails and the campaign is allowed to continue.*

*Sarah posts derogatory messages on Facebook about Jamie and asks her Facebook friends to do the same over a period of 6 weeks. Jamie submits a complaint that Sarah is harassing him and he has had to delete his Facebook account. In this case, the complaint is referred to the Disciplinary Procedure and Sarah is found to have harassed Jamie. The outcome is referred to the Trustee Board for consideration who decide that Sarah has acted inappropriately and should be suspended from office. That outcome is referred to the HR Procedures.*

**What if it’s not about a person?**

The complaints procedure also covers complaints about services or provisions on offer by the students’ union. For example:

*Jenny (a member of the public) purchased a hoodie from the SU believing it to be fairtrade which she subsequently learned it was not. Jenny felt that the signage was not sufficiently clear to show that the hoodie wasn’t fair trade. This was referred to the complaints procedure and was partially upheld; the SU now has additional signage around the till which outlines which products are fair trade.*

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